**CURRICULUM VITAE**

**PERSONAL DETAILS**

**Name:** Robert Tebogo Mogotsi **Address:** P. O. Box 320011, Tlokweng, Botswana

**Gender:** Male **Tel (W): +267** 3718101 Cell**: +267** 72947514

**D.O.B:** 3rd August 1981, Gaborone **E-mail:** roblazo81@gmail.com

**License No:** 175118 **Omang (ID):** 505 011 216

|  |  |
| --- | --- |
| **OBJECTIVE** | To contribute outstanding technical skills and a strong commitment to achieving organization’s goals in an ICT capacity. |
| **PROFILE** | * Degree-level IT professional that provides top-notch service, sets high standards and exceeds expectations.
* Highly motivated, dependable troubleshooter and problem-solver.
* Customer-focused performer who is committed to quality in every task- from personal interaction with co-workers and users to high level of service provided to company/ user.
* Valued contributor who performs confidently and effectively under pressure and thrives on challenge.
* Excellent communicator and good listener.
* Enthusiastic learner who quickly grasps new concepts and technical skills.
 |
|  |  |
| **TECHNICAL SKILLS** | * Successfully completed module 1 of CCNA at University of Botswana Cisco Academy
* Trained on 6 modules of Oracle
* Trained on Windows Server 2008 R2
* Trained on Mitel Telephony (PABX) System
* Enterprise Systems Fundamentals with SAP (BAC)

**OPERATING SYSTEMS/ SOFTWARE APPLICATIONS*** Windows Server 2008 R2
* Windows Server 2003
* Windows XP/Vista/7/8/10
* Microsoft Office Suite
* Linux/ Unix
* Oracle SQL
* Microsoft Exchange
* Symantec Anti-virus
 |
| **PROFFESSIONAL EXPERIENCE** | **Systems Analyst I– Administration of Justice, Gaborone High Court,**Dec 2012 to present* Promoted to post of Systems Analyst I
* Provision of user support (training and awareness) and ICT equipment support (computers, servers, printers, scanners etc.).
* Provision of first line of support for the department’s ICT systems.
* Provide System Administration (E-Mail server, anti-virus and server support and maintenance).
* Administration and monitoring of the Local Area Network (LAN).
* Development, implementation, operation. Maintenance and updates of the department’s website.
* Maintain the Inventory of the ICT hardware and software in the department.
* Ensure that users adhere to the ICT security policies, procedures and standards.
* Implement ICT Projects.
* Procure ICT hardware and software

**Systems Analyst II – Administration of Justice, Lobatse High Court,** Sep 2008 to Nov 2012.* Promoted on departmental transfer to Systems Analyst II
* Serving as a Systems Analyst providing technical assistance for over 500 users in three divisions of the High Court of Botswana and over 20 Magistrates Courts.
* Assisted in configuring and rolling out PC’s and printers for over 500 users.
* Keeping abreast of new and changing technologies to benefit customers/users.
* Participates in evaluating and approving of tenders for new IT equipment.
* Installation and support of Court Records Management System
* Installation and configuring Symantec Antivirus for clients and servers.
* Configuring new users for e-mail in our exchange server.
* Coordinated installations of network printers in different courts.
* Consistently delivers rapid, outstanding service and support, resulting in a high level of customer satisfaction; kept users updated on resolutions.

**Assistant Systems Analyst – Dept. of Buildings and Engineering Services, Serowe Regional Office,** Jan 2008 to Aug 2008* Responded to, evaluated and prioritized incoming phone requests for technical assistance from over 50 users experiencing problems with hardware, software, networking and other computer-related, web problems.
* Provided prompt, accurate and respectful support to users, employing a high degree of customer-service skill and technical expertise while ensuring customer satisfaction.
* Applied trouble-shooting techniques to verify solutions.
* Frequently resolved issues with little or no supervision

**Customer Advisor and IT Contact – Barclays Bank Botswana, Gaborone Main Mall Branch,** 2007 to Dec 2007* Sold loans, credit cards, debit and savings accounts to external customers
* Resolved minor IT problems for the bank branch
* Took initiative to learn company internal organizational structure to optimize problem-resolution efficiency.
* Contributed ideas to improve customer service.
* Escalated other problems to specialized staff for resolution.
* Quickly learned new tasks and rapidly resolved customer problems.
 |
| **EDUCATION** | **Bachelor of Information Technology majoring in Information Systems,** Bond University, Australia.* **O’ Level Certificate,** Ledumang Senior Secondary School, Gaborone
 |
|  |  |
| **HOBBIES** | * Swimming
* Reading
* Music and Movies
* Gym
 |
|  |  |
| **REFEREES** | Ms. Patricia Isaac Mr. Gotsetswemang MpelegaPrincipal Systems Analyst AccountantAdministration of Justice Gaborone High CourtGaborone High Court Private Bag 00220, GaboronePrivate Bag 00220, Gaborone Tel: +267 3718120Mobile: +267 71386329 Mobile: +267 76075050Tel: +267 3718099 Fax: +267 3915119Fax: +267 3915119 Email: gmpelega@gov.bwEmail:pisaac@gov.bwMs. Caroline ThapoPrincipal Systems AnalystDepartment of Information TechnologyPrivate Bag 0050Mobile: +267 72682196Tel: +267 3612600Fax: +267 3914261Email: cthapo@gov.bw |